

TITLE I
GENERAL DEPARTMENTAL PROCEDURES

CHAPTER 1
DEPARTMENT ORGANIZATION

11—1.1(80GA,HF534) Creation and mission. The department of administrative services (DAS) was established by the 80th General Assembly in 2003 Iowa Acts, House File 534. The department was created for the purpose of managing and coordinating the major resources of state government, including the human, financial, physical and informational resources.

The mission of the department is to implement a world-class, customer-focused organization that provides a complement of valued products and services to the internal customers of state government.

11—1.2(80GA,HF534) Location. The department's primary office is located in the Hoover State Office Building, Level A-South, 1305 East Walnut Street, Des Moines, Iowa 50319-0150; telephone (515)242-5120. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday, excluding holidays. The department's Web site at www.das.iowa.gov provides information about all department organizational units and services.

1.2(1) General services enterprise location. The general services enterprise's primary office is located in the Hoover State Office Building, Level A-South, 1305 East Walnut Street, Des Moines, Iowa 50319; telephone (515)242-5120. Office hours are 7:30 a.m. to 4:30 p.m., Monday through Friday, excluding holidays.

1.2(2) Human resources enterprise location. The human resources enterprise's primary office is located in the Grimes State Office Building, First Floor, East 14th Street and Grand Avenue, Des Moines, Iowa 50319-0150; telephone (515)281-3351. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday, excluding holidays.

1.2(3) Information technology enterprise location. The information technology enterprise is located in the Hoover State Office Building, Level B, Des Moines, Iowa 50319. The general office telephone number is (515)281-5503. Hours of operation are 8 a.m. to 4:30 p.m., Monday through Friday, excluding holidays.

1.2(4) State accounting enterprise location. The state accounting enterprise's primary office is located in the Hoover State Office Building, Fourth Floor, 1305 East Walnut Street, Des Moines, Iowa 50319; telephone (515)281-3206. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday, excluding holidays.

11—1.3(80GA,HF534) Director. The chief executive officer of the department is the director, who is appointed by the governor with the approval of two-thirds of the members of the senate. The director serves at the pleasure of the governor.

The director has the statutory authority to designate an employee of the department to carry out the powers and duties of the director in the absence of the director, or due to the inability of the director to do so.

Specific powers and duties of the department and its director, boards, task forces, advisory panels, and employees are set forth in Iowa Code chapters 19B, 20, 70A, and 509A; 2003 Iowa Acts, House File 534; and these administrative rules.

11—1.4(80GA,HF534) Administration of the department. In order to carry out the functions of the department, the following enterprises and divisions have been established:

1.4(1) General services enterprise. The mission of the general services enterprise is to act as the state's business agent to meet agencies' needs for quality, timely, reliable and cost-effective support services and provide a work environment that is healthy, safe, and well maintained. The chief operating officer, appointed by the director, heads the general services enterprise. The following divisions have been established within the general services enterprise:

a. Capitol complex maintenance. The capitol complex maintenance division is responsible for the assignment of office space and the maintenance, appearance, and facility sanitation of the capitol complex buildings and grounds, including environmental control (heating, ventilation and cooling) and all support features including, but not limited to, parking lot maintenance, main electrical distribution, water supply, wastewater removal, and major maintenance projects associated with the capitol complex. Distribution of state surplus property is managed by Iowa Prison Industries under an agreement with the department.

b. Design and construction. The design and construction division is responsible for vertical infrastructure management; building and monument restoration; management of leases and office space on and off the capitol complex; utilities management; and management of capital projects, including architectural, engineering, and construction management services for state agencies except for the board of regents, the department of transportation, the national guard, the natural resource commission and the Iowa public employees' retirement system.

c. Fleet and mail. The fleet and mail division is responsible for the management of vehicular risk and travel requirements for state agencies not exempted by law, and for the processing and delivering of mail for state agencies on the capitol complex and in the Des Moines metropolitan area.

d. Printing. The printing division is responsible for all copy machines; formal bids, contracts, and bonds for printing purchases; centralized printing; maintaining satellite copy centers on the capitol complex; and publication of certain state documents.

e. Service delivery. The service delivery division is responsible for the following functions for the enterprise: customer satisfaction activities including administration of parking and building access, receipt of work requests, collection of parking fines, coordination of special events on the capitol complex, and serving as a focal point for general information regarding use of the capitol complex; statewide purchasing and electronic procurement, including managing procurement of commodities, equipment and services for all state agencies not exempted by law; receipt and distribution of federal surplus property; and activities in support of process improvement, strategic planning and implementation of accountable government requirements.

1.4(2) Human resources enterprise. The human resources enterprise is responsible for human resource management in the executive branch of Iowa state government and provides limited services to the judicial and legislative branches. The mission of the human resources enterprise is to support state agencies in their delivery of services to the people of Iowa by providing programs that recruit, develop, and retain a diverse and qualified workforce, and to administer responsible employee benefits programs for the members and their beneficiaries. The director appoints the chief operating officer of the enterprise. The following divisions have been established within the human resources enterprise:

a. Risk and benefits management. The risk and benefits management division administers and coordinates the provision of health, dental, life, and disability insurance programs; employee leave programs; workers' compensation, return to work, and loss control and safety programs; 457 deferred compensation; 403(b) tax-sheltered annuity and 401(a) employer match programs; unemployment insurance; flexible spending and premium conversion programs for state employees.

b. Employment and organizational development. The employment and organizational development division provides application, referral, recruitment, selection, EEO/AA and diversity services related to state employment; organization and employee development services including workforce planning and performance evaluation; administration of the state classification and compensation programs; and audit of personnel and payroll transactions.

c. Program delivery services. The program delivery services division is responsible for employment relations between the state and the certified employee representative; provides consultative services to state departments, boards, and commissions on human resource program matters; and represents the state in contested case matters regarding such programs.

1.4(3) Information technology enterprise. The mission of the information technology enterprise is to provide high-quality, customer-focused information technology services and business solutions to government and to citizens. The director appoints the chief information officer for the state, who also serves as the chief operating officer of the enterprise. The following divisions have been established within the information technology enterprise:

a. Applications development and digital government. The applications development and digital government division is responsible for support of departmental information technology services; providing applications development, support, and training; and providing advice and assistance in developing and supporting business applications throughout state government.

b. Infrastructure services. The infrastructure services division is responsible for providing server systems, including mainframe and other server operations; desktop support; and applications integration.

c. Integrated Information for Iowa (I-3) project. The I-3 project office is responsible for the integration of information technology into all business aspects of state government. Through effective integration of information with innovative redesign of business process, I-3's vision is to provide greater responsiveness to customers, improved productivity, increased accountability and efficient delivery of services across state government, and consistent and accurate information that Iowans want.

d. Planning and administrative services. The planning and administrative services division is responsible for the administrative functions of the information technology enterprise. This division is also responsible for all information technology purchasing and contract administration for the information technology enterprise.

e. Advisory groups.

(1) Information technology council. The information technology council is granted authority to advise the department in the development of recommended standards for the procurement of information technology by all participating agencies; advise the department in the preparation and annual update of the strategic information technology plan for the use of information technology throughout state government; review legislative proposals regarding information technology; and review recommendations of the IOWAccess advisory council regarding rates to be charged for access to and for value-added services performed through IOWAccess. The information technology council shall annually elect its own chairperson from among the voting members of the council.

(2) IOWAccess advisory council. The IOWAccess advisory council is established within the department for the purpose of creating and providing to the citizens of this state a gateway for one-stop electronic access to government information and transactions, whether federal, state, or local.

1.4(4) State accounting enterprise. The state accounting enterprise was created to provide for the efficient management and administration of the financial resources of state government. The following divisions have been established within the state accounting enterprise:

- a. Centralized payroll;*
- b. Daily processing;*
- c. Financial reporting;*
- d. Financial systems;*
- e. Income offset.*

1.4(5) Leadership functions. The following divisions and functions have been established to provide leadership for department functions.

a. Policy, standards and rules. The policy, standards and rules division provides a leadership function and is focused on establishing policies, standards and administrative rules which will uphold the principles that have been defined to be in the best interests of the citizens of the state.

b. Measurement and planning division. The measurement and planning division is responsible for developing, implementing, and maintaining an agency service delivery performance measurement and accountability system and process, as well as providing planning services, for and on behalf of the director.

c. Legislative liaison. The legislative liaison serves as the department's spokesperson on legislative matters, monitors all legislation for impact on the department, lobbies members of the general assembly and legislative staff on behalf of the department, coordinates with department staff, the governor's office and other departments on legislative initiatives, and manages the submission of legislative reports and studies.

1.4(6) Shared services. The following divisions and functions have been established to provide support for department functions.

a. Finance. The mission of the finance division is to provide efficient and effective financial administration and support to the department in a manner that provides accurate and timely financial and budget information, safeguards assets, and facilitates fiscally responsible decision making. The division establishes and implements internal control processes, procedures and segregation of duties to account for departmental funds and expenditures, bills and collects for department services, provides the means to maximize resources of the department, and provides DAS with the tools and support needed to establish rates and assess financial performance and risk. In addition, for the state enterprise as a whole, the division oversees statewide fixed asset inventory reporting and reviews information technology acquisition requests from participating agencies.

b. Internal operations. The internal operations division provides internal support services for the daily operations of the department. Among the services provided are inbound and outbound mail distribution, purchase of consumables, personnel assistant and related human resources support, travel coordination, facilities management, printing coordination, on-site safety consultation, records management, and emergency planning and response support.

c. Marketing and communications. Marketing and communications supplies the department's media, public relations, and employee communications services; supports product and service marketing within each of the department's enterprises; and coordinates customer council activities for the department.

These rules are intended to implement 2003 Iowa Acts, House File 534, sections 2, 3, 4, 18, 29, 58 and 84.

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